GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1279
ANSWERED ON:26.11.2009
LOW LEVEL FACILITIES AT DELHI AND MUMBAI AIRPORT
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether in a study conducted by Airports Authority of India a fact has come to light that the consumer satisfaction level at Delhi and Mumbai airports are much below the international standards;

(b) if so, the reasons therefor;

(c) the steps taken to improve the facilities provided in these airports during the last three years; and

(d) the steps proposed to be taken by the Government in order to bring these services provided in airports at par with international standards?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a) & (b): Airports Authority o f India (AAI) has not conducted any Consumer Satisfaction Survey at Delhi and Mumbai Airports. However, as per Operation, Management and Development Agreement executed between AAI and Joint Venture companies (JVCs) i.e. M/s. Delhi International Aiport Pvt. Ltd.(DIAL) and M/s. Mumbai International Airport Pvt. Ltd.(MIAL),the JVCs have to at all times make best endeavours to ensure improvement of the airport and the target rating after the completion of stage 2 shall be 3.75, on the scale of 5. The Indira Gandhi International Airport, Delhi and Chhatrapati Shivaji International Airport, Mumbai had achieved average Airport Service Quality rating of 4.24 and 4.05 respectively on the scale of 0-5, for the quarter 3 (july-September) of year 2009.

(c)&(d): M/s. DIAL has undertaken series of initiatives at Indira Gandhi International Airport, Delhi to improve the satisifaction level of the customers such as creation of lounge at Terminal 1A, built a new Domestic Departure Terminal (T1D) which is about 35,000 sq. metres and 72 check-in counters with an in-line baggage facility, 15 security channels, 15 bus boarding gates, a new VIP entry gate, etc.Similarly, M/s. MIAL has refurbished all terminals at Chhatrapati Shivaji International Airport, Mumbai and have improved upon the facilities for an enhanced quality experience for passengers.